

MISSISSIPPI RELAY

Call Volume

A total of 90,492 CapTel calls were generated in this fiscal year. A breakdown of monthly call volume is indicated in Figure 5.

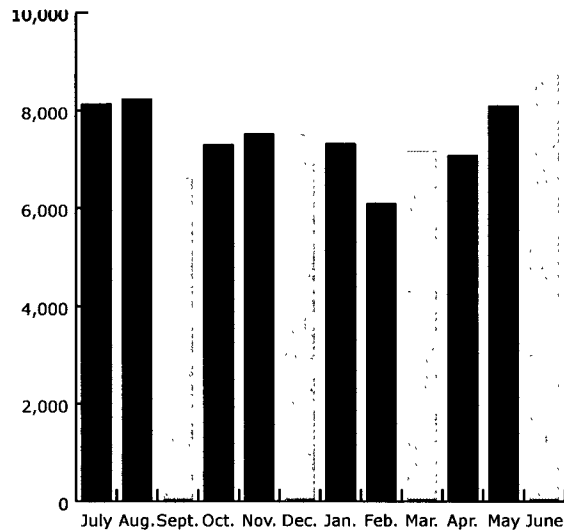


Figure 5: CapTel Call Volume

Customer Contact Log

During this fiscal year, there was one commendation, and no complaints, from CapTel users.

Sprint Relay Enhancements



CapTel via High-Speed Internet

In May, Sprint tested the new CapTel 800i among a small number of CapTel users. The users received captions on a CapTel phone utilizing high-speed Internet.

A telephone line attached to the CapTel 800i phone carried the voice conversation. This enabled testers to use Voice Over Internet protocol (VOIP) services, which are not recommended for use with standard CapTel phones.

WebCapTel (WCT)

In October, Sprint released an enhancement to the WebCapTel service called "WebCapTel On the Go." This service enables users to read captions on a device using Windows Mobile 6.0 or above, or an Apple iPhone. Users can read captions away from a computer screen, with the ability to go completely mobile if desired. The users can use two phones: one to read the captions, and another to speak and listen in order to facilitate their WebCapTel On the Go conversations.

Video Relay Service (VRS)

Ten-Digit Numbering Mandate

Launched on December 8, Sprint VRS and Sprint IP Relay began distributing 10-digit telephone numbers to meet the original December 31, 2008, FCC deadline in the Second Report and Order. This 10-digit, local-numbering mandate was to enable Sprint VRS and IP users to:

- Provide 10-digit numbers to their voice callers to expedite connections to their video-phones and IP services.
- Register their addresses so that video interpreters and relay service operators can quickly convey this information to 911 dispatchers.
- Update their registered VRS and IP address and location information when they move or change their IP addresses.
- Modify their account profiles to incorporate 10-digit number functionality.
- Comply with local number portability for their 10-digit numbers. Their 10-digit numbers may also be ported to other VRS providers.

The FCC postponed this deadline to November 12, 2009.

Mobile VRS Trial

Sprint conducted a mobile VRS trial with the Kansas School for the Deaf from September to December. It was an opportunity to gather user experience and feedback and to evaluate wireless devices. Sprint is continuing to evaluate wireless devices that include two-way video capabilities.

NOTE: Video relay services are authorized by the Federal Communications Commission. Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the National Exchange Carriers Association.

MISSISSIPPI RELAY

VRS Mail

In May, Sprint expanded VRS Mail capabilities to wireless devices. VRS users may choose, through their Sprint VRS account profile, the destination of videomail they receive. This includes wireless devices such as: Windows Mobile, BlackBerry 4.5 or higher, Palm OS and Palm webOS.

NOTE: IP relay services are authorized by the Federal Communications Commission. Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the National Exchange Carriers Association.

IP Relay

In the fall of 2008, Sprint Relay launched a letter-dialing feature for its Sprint IP and IM relay service. Callers can now enter letters to dial instead of numbers such as 800-MIS-COOL.

In January, Sprint Relay added Sprint IP with Google Talk to its instant messaging portfolio. In March, Sprint Relay implemented an address book for its Sprint IP with AIM and Sprint IP with Google Talk customers. The address book provides a simple way to store names and phone numbers along with a speed-dial feature.

Other Sprint Relay Products and Services

Various Sprint Relay products and services such as IP relay, relay conference captioning, wireless devices and others, continue to be promoted via brochures, instructional and marketing flyers, mass e-mails, Video Customer Service comprised of deaf technicians who can communicate with customers who use American Sign Language, and formal and informal meetings.

Sprint Relay Accounts

TRS

Sprint provided relay services to 33 states, the federal government, Puerto Rico and New Zealand.

CapTel

Sprint provided the CapTel service to 32 states, including the federal government.

Sprint Relay Team

Sprint Public Sector - Federal and State Government

William P. White

Vice President, Federal Programs

Mike Ellis

National TRS Director

Relay Program Management

John Moore

Branch Manager

Angie Officer

Senior RPM

Tommy Walker

Relay Program Manager
(January 2009–Present)

Missy McManus

Relay Program Manager
(January–December 2008)

CapTel

Damara Paris

Branch Manager

Corporate Sales

Maggie Schoolar

Branch Manager

Andrew Brenneman

Corporate Sales Manager

Rex Moers

Consumer Sales Manager
(January 2005–December 2008)

Wireless Sales

Ken Goulston

Account Executive

Customer Service

Brian Adamson

Supervisor

Product Management Group

Paul Ludwick

Branch Manager
(Until April 2009)

Mark Tauscher

Team Leader
(May 2009–Present)

Appendices

Outreach: February-June 2009

Date	Outreach Centers	Attendance	Presentation
2/18/2009	Balance & Hearing Center - Jackson, MS	Estimated 10 people	Presentation
2/19/2009	Rigland Senior Citizen - Ridgeland, MS	Estimated 15 people	Booth/Presentation
2/26/2009	Capital Hearing Services - Flowood, MS	Estimated 10 people	Booth/Presentation
3/5/2009	City of Flowood - Flowood, MS	6 staffs	Presentation
3/5/2009	Rankin County Human Resource Agency - Brandon, MS	4 staffs	Presentation
3/5/2009	City of Richland - Richland, MS	3 staffs	Presentation
3/31/2009	Directions over 55 - Jackson, MS	3 staffs	Presentation
1-Apr-09	Heritage Hearing Center in Pearl	Estimated 10 people	Presentation
14-Apr-09	Jackson State E Center in Jackson "Project Start"	Estimated 100 people	Booth/Presentation
19-Apr-09	JAD (Jackson Association of the Deaf)	Estimated 40 people	Booth/Presentation
21-Apr-09	Delta State University in Cleveland "Project Start"	Estimated 60 people	Booth/Presentation
21-Apr-09	City of Jackson Senior Director at Jackson Medical Mall	Estimated 100 people	Booth/Presentation
23-Apr-09	Community Development Expo at Miss E. Center	Estimated 100 people	Booth/Presentation
29-Apr-09	St. Dominic Health Services in Jackson "Directions over 55"	Estimated 30 people	Booth/Presentation
29-Apr-09	City of Jackson Senior Center Coordinator	Estimated 15 people	Booth/Presentation
2-May-09	JAD (Jackson Association of the Deaf) Catfish Fry	Estimated 25 people	Presentation
6-May-09	City of Brandon in Brandon "Brandon Seniors Day"	Estimated 130 people	Booth/Presentation
6-May-09	Briarwood Presbyterian Church in Jackson	Estimated 25 people	Booth/Presentation
13-May-09	City of Pearl in Pearl - Ruth Gullette	5 Staffs	Presentation
15-May-09	Golden Key Community Center in Jackson	Estimated 120 people	
17-May-09	Cathedral of St. Peter Church in Jackson	Estimated 30 people	Booth/Presentation
21-May-09	Chadwick Retirement Home in Jackson	Estimated 25 people	Booth/Presentation
21-May-09	Balance & Hearing Center in Jackson	Estimated 15 people	Booth/Presentation
22-May-09	Holmes County Retire Educators in Jackson - Piccadilly's Restaurant	Estimated 30 people	Booth/Presentation
26-May-09	Tougaloo Senior Center in Tougaloo	Estimated 40 people	Booth/Presentation
28-May-09	St. Richards Church in Jackson, MS	Estimated 30 people	Booth/Presentation
30-May-09	St. Peter's Mary Martha Circle St., Jackson, MS	Estimated 15 people	Booth/Presentation
5-Jun-09	Canton/Panola District Methodist Conference @ Zion Methodist church	Estimated 100 people	Booth/Presentation
6-Jun-09	MAD (Mississippi Association of the Deaf (2 days Conference)	Estimated 140 people	Booth/Presentation
9-Jun-09	First Baptist Church in Flora, MS	Estimated 20 people	Booth/Presentation
6/23/2009	Buford Yerger Retirement Center	Estimated 30 people	Booth/Presentation
26-Jun-09	St. Richards's Young @ Heart - Jackson, MS	Estimated 35 people	Booth/Presentation
27-Jun-09	St. Luke Presbyterian Church - Jackson, MS	Estimated 20 people	Booth/Presentation

CapTel Newsletter (Spring 2009)

SPRING 2009



CapTel®

NEWS & HELPFUL TIPS FOR PEOPLE WHO USE CAPTEL

*"I could not get along without this
CapTel phone at all."*

- C. Sullivan, Florida

Sound Check

Adjusting CapTel for the Best Sound Quality



Maximize the sound quality of your CapTel conversations by adjusting the two slide controls on the right side of the phone:

Volume and Tone. The Volume control governs the loudness of incoming sounds, and the Tone control governs the pitch or frequency. If you hear high-frequency tones better, move the Tone control up to the higher end of the scale. The higher-pitched sounds will come through the handset. If you hear low-frequency tones better (such as hearing male voices better than most female voices), start with the Tone control down at the lowest setting. This will allow the deeper, fuller sounds to be emphasized.

Try starting with the Tone control at the low end of its spectrum, and adjust it upward until the audio quality reaches a comfortable level.

TIP: For an additional volume boost, press the VOL button to increase the handset volume to a maximum of 35 decibels. With the volume boost activated, you can still adjust the Volume slide control to a comfortable level.

Note: The maximum amplification is available on captioned calls only.

Volume Control –
adjusts the loudness of
incoming sounds

Tone Control –
adjusts the pitch or frequency

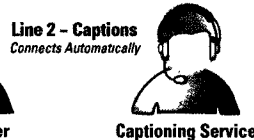
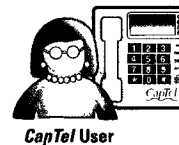
IN THIS ISSUE

- Sound Check: Adjusting CapTel for the Best Sound Quality
- Seeing Captions on Incoming Calls
- CapTel Dial-In Phone Numbers
- New Printable Call Me Cards
- Do I have the Right Phone Line for CapTel?
- Hooking up Answering Machines or Signalers
- Registering Your Long Distance Service
- Spread the Word

Seeing Captions on Incoming Calls

While every *CapTel* call you dial **out** can get captions automatically, the way to get captions on **incoming** calls depends on how your phone is set up. Use this handy guide to help make sure you can see captions on every call – incoming and outgoing.

How is your <i>CapTel</i> phone set up?	How to get captions on incoming calls	What your callers need to do
1-Line <i>*(most typical setup)</i> <i>One telephone line connected to your CapTel phone.</i>	<p>Callers must dial the captioning service first, then enter your phone number.</p> <p>Calls not placed through the captioning service will not include captions.</p> <p>If you get a call without captions, ask the caller to dial again through the captioning service, or hang up and call them back.</p>	<p>Tell callers to dial: 1-877-243-2823* then enter your phone number.</p> <p><i>*Residents of California, Texas, Spanish users and people outside the USA use a separate number. See below.</i></p>
2-Line <i>Two telephone lines connected to your CapTel phone.</i>	<p>You can turn captions on/off at any time during a call.</p> <p>Make sure the red Caption light is ON*.</p>	<p>Callers just dial your number.</p>



** There will be a slight delay (12–15 seconds) while captions connect, but you can speak and “listen” to the other party during this time*



During a captioned call, the Captioning Assistant listens to the voice of the speaking party for the sole purpose of captioning their words. The Captioning Assistant cannot hear the *CapTel* user's voice at all. By law, Captioning Assistants are held to the strictest standards of privacy set by the Federal Communications Commission. You are guaranteed absolute confidentiality during your *CapTel* call.



Personalized Call Me Cards

New personalized business cards are available online that let you enter your name and phone number. Print out these cards to give to friends, relatives, and colleagues who call you on a regular basis. Visit *CapTel* website.

CapTel Captioning Service: 1-877-243-2823

Give to people who call you often, so you see captions during their calls!

EXCEPTIONS:	Federal Relay <i>CapTel</i> Calls	1-888-801-7210	California Spanish-to-Spanish Only	1-866-399-9090
	Spanish-to-Spanish Captioning Calls	1-866-217-3362	Texas Residents Only (Non-Federal)	1-800-933-5129
	California Residents Only (Non-Federal)	1-866-399-9050	Texas Spanish-to-Spanish Only	1-800-933-5417
			Dial in number for WebCapTel	1-800-933-7219

Do I have the Right Phone Line for *CapTel*?

To work correctly, *CapTel* requires a standard analog phone line or DSL line with DSL filter. *CapTel* is not designed to work over other kinds of telephone connections, such as office PBX, digital cable, or VOIP/Internet-based phone systems.

What kind of phone line do you have?

If you are experiencing difficulty with captions, check the type of phone service you have. You can tell by looking at your telephone bill.

- Does your service provider list anything about cable, broadband, VOIP, Fiber Optics?

- Do you have a "bundle package" that includes your television, internet, and phone service all-in-one?*
- If you are still unsure, call the customer service number on your phone bill and ask the representative to confirm what type of phone service you have.

If your phone service is anything other than analog, "POTS" (Plain Old Telephone Service), or DSL, please contact *CapTel* Customer Service to discuss your options.

* NOTE: some DSL providers call their packages "bundles". If you are unsure if your "bundle package" is DSL or digital cable, contact your telephone service provider.

Hooking Up Answering Machines or Signalers

When it comes to CapTel, Y-Jacks are Okay, but avoid Telephone Line Splitters

What is the best way to use an answering machine or a signaler with your *CapTel* phone? Although every person's situation may be different, here are a couple of guidelines to follow:

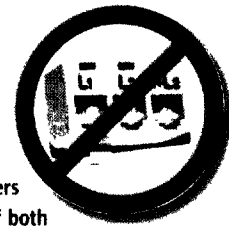
Y-Jacks are Okay

A Telephone Line Adapter (also known as a Multi Jack Connector, duplex jack, or Y-jack) allows more than one device to be connected to a single wall jack. For example, you may have your *CapTel* sharing a line with an answering machine or a signaler. **TO USE:** Plug the Y-jack directly into the telephone outlet on the wall. Then, plug the *CapTel* phone into one slot and your other device (i.e., answering machine) into the second slot.



Avoid Line Splitters

A Telephone Line Splitter is used when multiple phone lines come into one jack, by splitting the one jack into separate lines. For *CapTel* users, however, line splitters may interfere with the captions if **both** lines are being used at the same time. For example, if you have a fax line sharing a jack with your *CapTel* line, your captions may be disrupted if a fax comes in during a *CapTel* call. Splitters also do NOT work for people interested in 2-line *CapTel*, which requires two separate phone lines on two separate jacks.



There is often confusion on the difference between Y-jacks and Line Splitters, and some places that sell telephone equipment use the word "splitter" interchangeably. Please contact *CapTel* Customer Service if you need help.

Using 711

Your callers also have the option of dialing 711 and telling the Traditional Relay Communications Assistant (CA) that they wish to call a *CapTel* User. The CA will transfer the call to the *CapTel* Captioning Service which then directs the call to your number and you can enjoy captions of your conversation.

Caller ID & Answering Machines

Some people choose to rely on Caller ID or an answering machine to monitor their incoming calls and call the party back if desired. *CapTel* is Caller ID capable and can caption voice mail or an external answering machine message.

Registering Your Long Distance Service

Before making any long distance captioned calls, be sure to register your long distance carrier with CapTel Customer Service so that long distance charges are billed correctly under your personal calling plan. If your long distance service is not registered, your long distance captioned calls will be billed through your state's default relay long distance carrier, which typically charges much more than your own calling plan.

TIP: If you live in a setting with a common telephone switchboard (for example, in some retirement communities or assistive living apartments), please check with your facility manager for the correct long distance provider, as well as for any "trunk" lines that might be assigned to your phone calls. CapTel Customer Service can help – please give us a call or visit us online!

Remind people who call your long distance through the captioning service to register their long distance provider, too.



CapTel Customer Service
Ultratec, Inc.
450 Science Drive,
Madison, WI 53711

1-888-269-7477 (CapTel/Voice/TTY)
1-866-670-9134 (Español)
CapTel@CapTelMail.com
www.captionedtelephone.com

If you are not already receiving this newsletter directly, you may send us your email address to get the latest CapTel newsletter electronically! Visit our website (www.captionedtelephone.com) and click on "Contact Customer Service" to sign up!

Ultratec.

450 Science Drive • Madison, WI 53711



Spread the Word

Do you know someone else who would benefit from CapTel? Everyday, people tell us they first learned about CapTel through a friend or neighbor who thought the phone would be a good fit. Please feel free to spread the word if there is someone you think would enjoy trying CapTel.

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MISSISSIPPI RELAY

TRS and CapTel Statistics

MISSISSIPPI RELAY MONTHLY TRAFFIC REPORT JULY 2008 - JUNE 2009														
RELAY SERVICE INFORMATION	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	TOTAL	AVERAGE
Incoming Calls Offered	10,851	10,124	9,996	10,449	9,685	10,604	10,812	8,708	8,870	8,042	7,971	8,273	114,385	9,532
Incoming Calls Answered	10,648	9,989	9,748	10,129	9,237	10,071	10,524	8,495	8,710	7,931	7,781	8,083	111,346	9,279
Abandoned in Queue	203	135	248	320	448	533	288	213	160	111	190	190	3,039	253
Call Blockage	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0
Total Number of Calls (by End Users)	13,338	12,492	12,451	13,182	11,786	12,906	13,236	11,125	11,014	9,755	9,679	9,712	140,676	11,723
Calls Completed by End Users	6,188	5,312	5,224	6,002	5,486	5,873	5,896	5,020	4,792	4,693	4,183	4,048	62,717	5,226
Total Number of Subscribers (Users)	3,035	3,254	3,209	2,766	2,482	2,928	2,954	2,582	2,812	2,347	2,923	2,691	33,983	2,832
Average Weekend Calls	328	310	347	326	304	377	366	307	271	215	259	228	3,638	303
Average Weekday Calls	461	436	435	457	433	430	452	433	390	365	337	359	4,988	416
SERVICE QUALITY														
Average Speed of Answer (ASA)	1.5	1.0	1.5	1.8	2.3	2.7	1.6	1.3	1.1	0.9	1.4	1.2		1.53
Service Level (SVL)	96%	97%	94%	93%	92%	91%	94%	95%	96%	97%	95%	95%		94.6%
Complaints: TRS	0	0	0	2	0	0	1	0	0	0	0	0	3	0
Commendations: TRS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Complaints: CapTel	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Commendations: CapTel	0	0	0	0	0	0	0	0	0	1	0	0	1	0
RELAY MINUTES OF USE														
Total Session Minutes of Service	42,420	36,507	36,089	38,697	35,826	37,292	37,979	31,988	32,998	32,597	31,120	29,745	423,257	35,271
Less Interstate Minutes	4,158	2,506	2,884	2,651	2,638	3,127	3,183	2,346	2,286	2,547	2,772	1,995	33,094	2,758
Less International Minutes	3	4	8	1	4	2	12	1	3	1	17	15	71	6
Less Interstate Toll-Free Minutes (51%)	3,254	2,857	2,902	2,912	2,641	3,149	3,365	2,135	2,917	2,725	3,016	2,810	34,683	2,890
Less Interstate Directory Assistance	24	6	15	17	4	6	0	105	27	12	13	6	235	20
Less 900 Minutes (51%)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Billable Minutes to State of MS	34,981	31,134	30,280	33,116	30,539	31,008	31,449	27,401	27,765	27,315	25,302	24,918	355,208	29,601
SPEECH-TO-SPEECH														
Total Speech-to-Speech Minutes	130	197	183	93	98	57	137	27	107	4	7.78	6	1,046	87
Less Interstate Minutes	98	161	64	18	86	20	105	17	71	0	0	0	639	53
Billable Intrastate STS Session Minutes	32	36	115	70	12	37	30	10	27	4	5	6	383	32
CAPTEL INFORMATION														
Call Count	8,130	8,234	6,782	7,299	7,522	7,503	7,316	6,095	7,173	7,073	8,099	9,266	90,492	7,541
Average Session Minutes Per Call	1.86	1.93	2.39	1.94	2.12	2.18	2.04	2.01	2.65	2.20	2.41	2.16		2.16
Average Speed of Answer (ASA)	0.35	0.38	0.38	0.38	0.39	2.70	0.42	.46	0.54	0.41	0.49	0.43		0.62
Service Level (SVL)	99.4%	99.1%	99.1%	99.1%	98.9%	91.0%	99.1%	97.3%	98.4%	99.2%	99.1%	99.4%		98.3%
Total CapTel Session Minutes	17,912	18,949	15,045	16,583	16,155	17,075	16,600	14,997	20,119	18,330	20,463	23,395	215,623	17,969
Less Interstate Session Minutes	2,837	3,019	2,574	2,406	2,572	1,939	2,682	2,303	4,741	4,330	4,409	4,115	37,926	3,160
Less International Session Minutes	1	4	0	4	23	2	0	1	5	0	18	3	62	5
Less Interstate Toll-Free Minutes (x 51%)	941	1,318	910	1,223	1,022	537	445	648	544	338	547	709	9,181	765
Billable Intrastate CapTel Minutes	14,491	15,151	11,911	13,438	12,941	13,502	13,340	11,898	14,669	13,542	15,337	18,389	168,609	14,051



ANNUAL REPORT
JULY 2009 — JUNE 2010

Table of Contents

Letter from the Relay Program Manager	3
Outreach Education	4
Outreach Activities	
Website	
Equipment Distribution Program	
Open House	
CapTel Brochure	
CapTel Newsletter	
Relay Enhancements	6
20th Anniversary TRS Enhancements	
<i>Speech-To-Speech Outreach</i>	
<i>and Customer Service</i>	
<i>STS E-mail Call Set Up</i>	
<i>Enhanced Customer Database Profile</i>	
Additional TRS Enhancements	
Mississippi Relay Statistics	8
Telecommunications Relay Service	
<i>Session Minutes</i>	
<i>Average Speed of Answer</i>	
<i>and Service Level</i>	
CapTel	
<i>Session Minutes</i>	
<i>Call Volume</i>	
<i>FCC Annual Customer Contact Log</i>	
Sprint Relay Enhancements	10
CapTel Enhancements	
<i>Website</i>	
<i>CapTel Logo</i>	
<i>WebCapTel®</i>	
<i>VRS Software</i>	
<i>FCC Updates</i>	
<i>FCC's Ten-Digit Numbering Mandate</i>	
<i>Video Mail</i>	
<i>IP Relay</i>	
Wireless Devices and 4G Network	
<i>Wireless Devices</i>	
<i>4G Network</i>	
<i>Other Products and Services</i>	
Sprint Relay Team	13
Appendices	14
Outreach Activities	
Mississippi Relay Statistics	



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Dear Mississippi Public Service Commission,

Sprint had another opportunity to serve its Mississippi consumers during the fiscal year of July 2009 to June 2010 by providing top-notch, high-quality relay services that met the state's requirements and beyond.

Highlights promoting awareness about Mississippi Relay's and Sprint Relay's products and services, such as Telecommunications Relay Service (TRS) and CapTel, included:

- Adding wireless devices to the Equipment Distribution Program
- Revamping the Mississippi Relay website
- Hosting an open house at the new office
- Creating a new CapTel brochure

As in past years, statistics indicate that there was an 11.1% decrease in TRS minutes and a 76.9% increase in CapTel minutes this fiscal year. The statistics further portray that going wireless has become more mainstream. Consumers continue to migrate to wireless mobility by using relay services on their wireless devices. In the near future, video communication will be available on mobile wireless devices, decreasing the need for traditional relay products and services.

After serving as the Relay Program Manager of Mississippi Relay for 1.5 years, Sprint recognized Tommy Walker's retirement by noting his Sprint Relay achievements through the years. Upon his retirement, I assumed Mississippi Relay duties in July 2010, with continued support from the Equipment Distribution Program coordinator, five relay subcontractors, and Sprint Relay team members.

Sprint is pleased with the new three-year contract to provide relay services for Mississippi Relay consumers and with the addition of wireless devices to the Mississippi Equipment Distribution Program in July 2009. Sprint looks forward to meeting and exceeding the minimum requirements as set forth by the Mississippi Public Service Commission, and educating Mississippi consumers about the diverse relay services and products available.

Sincerely,

A handwritten signature in black ink that reads "Missy McManus".

Missy McManus
Relay Program Manager

MISSISSIPPI RELAY

Outreach Education

Mississippi Relay products and services were promoted via the Mississippi Relay website, brochures, instructional and marketing flyers, e-mails, and at community events. A newsletter offering CapTel tips, announcements, and other helpful CapTel information was also distributed.

Outreach Activities

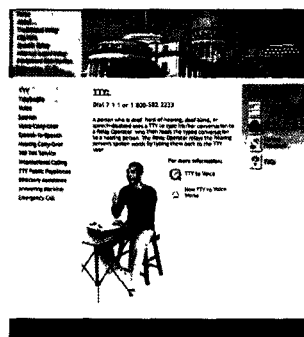


Mississippi Relay promoted relay service awareness by providing demonstrations, presentations and materials to various groups throughout the state. All relay products and services were promoted, as well as CapTel, video relay services (VRS), Internet Protocol relay, and wireless relay.

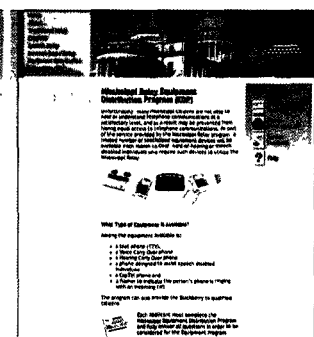
During this fiscal year, outreach education was provided at a variety of places and events, ranging from churches to community centers to schools to community events. An estimated 5,700 people participated in our outreach efforts.

Website

The Mississippi Relay website was revamped for a modern appearance and updated to provide increased information on all relay products and services. Video clips with open captions on the website enable both signers and non-signers to learn more about relay services. An overview of the Mississippi Equipment Distribution Program is provided with a link to contact information.



Mississippi Relay's redesigned website



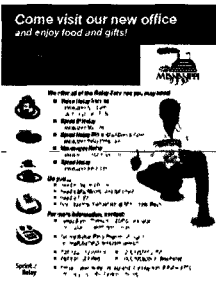
Mississippi Relay's EDP webpage

Equipment Distribution Program

To borrow equipment such as a communications device or signaler at no charge, customers can complete an application in person at the relay office or request an application. The onsite EDP coordinator assists with the application process. Between July 2009 and June 2010, distributed were:

- 121 CapTel units
- 125 signalers
- 7 TTYs
- 14 BlackBerry Curve 8330 wireless devices
- 10 BlackBerry Tour 9630 wireless devices
- 3 BlackBerry Bold 9650 wireless devices

Mississippi Relay moved to a new office, and hosted an open house to welcome relay users. Various relay products and services were demonstrated during the open house.



In June, a new CapTel brochure was created and developed that explains the CapTel service, Equipment Distribution Program, application process, and provides tips and contact information.

[illegible]

A newsletter offering CapTel tips, announcements, and other helpful CapTel information was distributed to subscribers.

[illegible]

Relay Enhancements

**Sprint
Relay**

Celebrates
1990-2010
Years of
Service

20th Anniversary TRS Enhancements

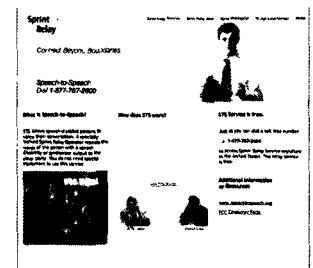
For the past 20 years, Sprint has provided simple, instant, enriching and productive relay experiences. To continue this legacy, Sprint is excited about enhancements offered to the State Telecommunications Administrators of Relay by Sprint (STARS) members at no additional charge. The enhancements, announced at the June 1-4 conference in Kansas, include speech-to-speech (STS) outreach and customer service, STS e-mail call set-up, and an enhanced customer database profile.

Speech-to-Speech Outreach and Customer Service

In 2010, Sprint launched www.SprintSTS.com to educate users about the availability and benefits of STS Relay. Sprint will soon announce the availability of a dedicated, 24-hour toll-free STS customer service number as well as an STS customer service e-mail address.

STS E-mail Call Set Up

Originally launched for Sprint's New Zealand Relay customers, Sprint will soon make STS E-mail Call Set-Up available for STS users in the United States. This enhancement makes completing a call easier by allowing an STS user to e-mail information before initiating the call, such as the number to be dialed, who the STS user wants to speak to, special instructions and subject matter. This feature cannot be used to request a specific communication assistant (CA), schedule an STS call or be used in lieu of placing a live call.



*Sprint Relay's
STS website*

Enhanced Customer Database Profile

Originally developed for one of Sprint's states, Sprint now offers a new Enhanced Customer Database Profile with several improvements, including:

- Additional standard call-processing preferences
- Added security to protect user information
- Online access to view and update profiles
- Ability to be used with any Sprint Relay state or Sprint IP relay service

Additional TRS Enhancements

Sprint continues to:

- provide monthly training updates to its relay operators,
- perform quarterly quality tests on its relay operators to ensure that all criteria for passing quality tests have been met,
- provide refresher training where needed, and
- develop enhancements on an as-needed basis.

Relay operator training for TRS enhancements included:

- Confidentiality review for staff
- Customer Service Improvement program initiatives identification (macros and database profile verification)
- Detachment and desensitization refreshers

- E911 implementation for Sprint IP/Sprint IM
- FCC 10-digit numbering implementation
- Monthly training refresher
- New product training (Nebraska and West Virginia)
- Relay operator-initiated three-way calling training

Additional features incorporated were:

- Updated TRS training manual
- Updated Call Center customer contact form
- Initiated monthly staff support call with vendor centers
- Initiated monthly conference call with STS call center

Mississippi Relay Statistics

Telecommunications Relay Service

The following charts indicate the trends in the annual total number of session minutes and calls, average speed of answer and service level, and contacts with customers. The numbers reflect the traditional relay services (such as TTY, Voice, Spanish TTY and Voice, VCO, Telebraille, and STS) currently provided by Mississippi Relay.

See appendix for a complete statistics report.

Session Minutes

Figure 1 indicates the total monthly and session minutes processed through Mississippi Relay. The total of 376,156 minutes include all aspects of TRS services except Speech-to-Speech and CapTel. This represents a decrease of 11% compared to last year.

Fig. 1: Session Minutes			
July	32,118	Jan.	33,958
Aug.	31,900	Feb.	27,140
Sept.	31,601	March	31,000
Oct.	33,844	April	32,730
Nov.	31,879	May	30,754
Dec.	32,345	June	26,888

Average Speed of Answer and Service Level

Figure 2 illustrates that Sprint has once again exceeded the speed of answer requirement throughout the year. "Speed of answer" identifies the number of seconds required to answer a call. The daily requirement is that 85% of all calls be answered within 10 seconds. The Average Speed of Answer (ASA) for this FY was 1.15 seconds and the Service Level (SVL) was that 95.7% of calls were answered within 10 seconds.

Fig. 2: ASA and SVL					
Month	ASA	SVL	Month	ASA	SVL
July	1.2	95%	Jan.	0.6	98%
Aug.	1.6	94%	Feb.	1.0	96%
Sept.	1.7	94%	March	1.3	95%
Oct.	1.3	95%	April	1.4	94%
Nov.	0.7	98%	May	1.3	95%
Dec.	0.5	99%	June	1.2	95%

CapTel

The following chart indicates the trends of the annual total number of session minutes.

Session Minutes

A breakdown of monthly minutes is shown in Figure 3. The total for this fiscal year amounted to 381,436 CapTel session minutes, an increase of 76.9% compared to last year.

Fig. 3: CapTel Session Minutes			
July	27,294	Jan.	34,547
Aug.	29,658	Feb.	32,470
Sept.	24,399	March	34,778
Oct.	32,122	April	30,575
Nov.	30,354	May	36,233
Dec.	32,855	June	36,150

Call Volume

A total of 146,181 CapTel calls were generated in this fiscal year. A breakdown of monthly call volume is indicated in Figure 4.

Fig. 4: CapTel Call Volume			
July	10,724	Jan.	11,803
Aug.	11,902	Feb.	11,668
Sept.	12,292	March	14,503
Oct.	12,332	April	11,874
Nov.	11,783	May	13,298
Dec.	11,144	June	12,858

FCC Annual Customer Contact Log

Sprint prepares and submits an annual Customer Contact Log Report on both TRS and CapTel to the Mississippi Public Service Commission administration, which, in turn, submits the report to the FCC.

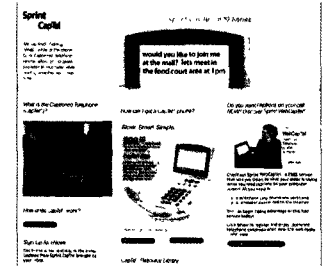
MISSISSIPPI RELAY

Sprint Relay Enhancements

CapTel Enhancements

Website

A new CapTel website was created in April 2010 that is dedicated to all of Sprint's national captioned telephone services. The website, found at www.sprint800.com, also showcases the latest Sprint has to offer, including Sprint CapTel 800i and WebCapTel, with continuous updates.



*Sprint Relay's
CapTel website*



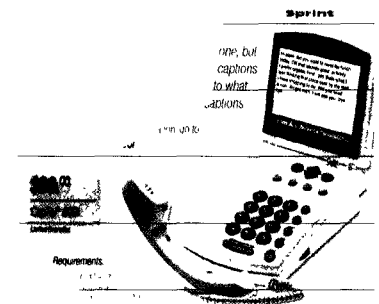
CapTel Logo

In early spring 2010, to differentiate from "Sprint" and "Sprint Relay," a stand-alone CapTel logo was created to help consumers receive information about CapTel quicker.

WebCapTel®

Sprint expanded its Internet service offerings for CapTel® during 2009, providing:

- CapTel 800i, a brand-new CapTel phone that utilizes the Internet to deliver captions.
- WebCapTel on the Go for iPhone, Windows Mobile 6.0 devices and BlackBerry Smartphones with OS 4.6 or higher.
- WebCapTel 2.0, a redesign of the Sprint WebCapTel website.



CapTel 800i

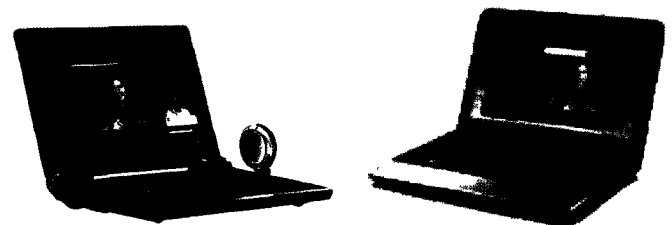
Video Relay Services

The Federal Communications Commission (FCC) authorizes video relay services (VRS). Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the National Exchange Carriers Association (NECA).

The State of Mississippi currently does **not** pay for VRS.

VRS Software

As of March 2010, Sprint Relay customers can download Sprint Video 4G software at no charge.



FCC Updates

Sprint continues to maintain open communication with the FCC and NECA and awaits an official announcement on potential billing changes.

FCC's Ten-Digit Numbering Mandate

The FCC determined that, beginning December 31, 2008, persons with hearing and speech disabilities using Internet-based TRS such as VRS or IP Relay must be able to obtain 10-digit telephone numbers. The FCC adopted this requirement in conjunction with 911 call-handling requirements for VRS and IP relay providers.

On December 8, 2008, Sprint implemented 10-digit numbering for VRS. The FCC extended the registration period for consumers to November 12, 2009. There is a registration website available to VRS users who wish to establish their user profiles and obtain 10-digit numbers through Sprint. Per the FCC mandate, unregistered VRS users may still place emergency calls using any VRS provider.

Video Mail

There are three different ways for relay users to access video mail messages.

1. E-mail attachments (WMV and 3GP)
2. Web-based customer profile
 - a. Access to video mail via My Mail
 - b. Default or customized text message for video interpreters
3. Sprint Video 4G software
 - a. Customized video greeting message
 - b. Individual PIN to access mailbox
 - c. Access to video mail messages via mailbox

IP Relay

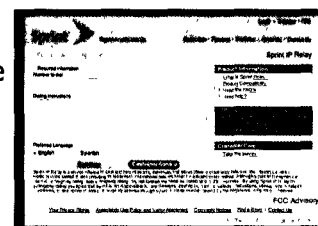
During this fiscal year, Sprint added the following services and features:

- Sprint IP using Google Talk.
- Address book and speed dialing for Sprint IP using AIM and Sprint IP using Google Talk.
- Website for users to register for service and local phone numbers for each product; this website is at www.mysprintrelay.com.
- Voice-to-Sprint IP Relay customers via 10-digit local phone numbers.
- Voice-to-AOL AIM Relay customers via 10-digit local phone numbers.
- Voice-to-Google Talk Relay customers via 10-digit local phone numbers.
- E911 service for Sprint IP, Sprint IP via AIM and Sprint IP via Google Talk.
- Identity and address verification process for Sprint-registered users.
- Systems that allow users who have registered with any relay provider to make non-emergency IP and IM relay calls.

IP Relay

The FCC authorizes Internet Protocol (IP) relay. Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the NECA.

The State of Mississippi currently does **not** pay for IP Relay services.



*Sprint Relay's
IP Relay website*

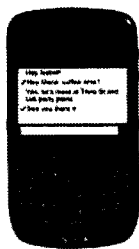
Sprint also has complied with all applicable FCC requirements, as clearly stated on its website (at right).

MISSISSIPPI RELAY

Wireless Devices and 4G Network

Wireless Devices

The BlackBerry product line is just one of several that Sprint Relay offers with a data-only plan for \$29.99 a month for deaf or hard of hearing people. The HTC EVO 4G still offers a low monthly price plan at \$39.99 for its deaf or hard of hearing customers.



*BlackBerry
Curve 8530*



*Dell® Mini 1012 Netbook
with U301 3G/4G Modem*



*HTC EVO
4G Android*

4G Network

Sprint is proud to be the first (and to date, only) carrier to provide 4G capabilities in various cities; Baltimore was the first city to enact a 4G network. The new U300 modem provides on-the-go Internet access and faster VRS, e-mail and web browsing, with wireless-like connectivity on the Sprint 4G network. With nationwide coverage through the 3G Sprint Mobile Broadband Network when outside the Sprint 4G network areas, customers can access greater Internet speed on trains, in autos, and at airports. For more info and areas of 4G coverage, visit www.sprintrelaystore.com/4g.htm.

Other Products and Services

To learn about the multitude of Sprint Relay products and services, go to www.sprintrelay.com.

Sprint Relay Team

Sprint Public Sector - Federal and State Government

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